

IN THE DRAWINGS

The attached sheet of drawings includes new Fig. 10A.

Attachment: New Drawing Sheet

REMARKS/ARGUMENTS

Favorable reconsideration of this application, as presently amended and in light of the following discussion, is respectfully requested.

Claims 1-6 and 8-38 are pending in the present application, Claims 1-6, 8-15, and 117-38 having been amended, and Claim 7 having been canceled without prejudice or disclaimer. Claims 1, 32, 34, and 35 are amended to include the elements of Claim 7, and the other Amendments to the claims, correct potential antecedent basis informalities and more clearly describe and distinctly claim the subject matter that Applicants' regard as the invention. Accordingly, no new matter is added.

In the outstanding Office Action, the figures were objected to under 37 CFR §1.83(a) for not showing every feature of the invention specified in the claims; Claims 1-24 and 27-35 were rejected under 35 U.S.C. §102(e) as anticipated by Grewal et al. (U.S. Patent No. 6,691,159, hereinafter Grewal); Claim 38 was rejected under 35 U.S.C. §102(e) as anticipated by Hayward et al. (U.S. Patent No. 6,629,134, hereinafter Hayward); and Claims 25, 26, 36, and 37 were rejected as unpatentable over Grewal in view of House et al. (U.S. Patent No. 6,119,247).

With respect to the objection to the figures, submitted herewith is new Fig. 10a that illustrates an exemplary transmission form that asks the user to input information regarding a user's browsing record of support information. Support for this figure is found in the Specification at paragraph [0016] and in original Claim 5, for example, and no new matter is added. The Specification is amended to describe new Fig. 10a without adding new matter.

Claims 1 and 7 were rejected under 35 U.S.C. §102(e) as anticipated by Grewal. Applicants respectfully traverse this rejection because Grewal does not teach or suggest every element of amended Claim 1 that includes the subject matter of now canceled Claim 7.

Amended Claim 1 is directed toward an online support method that gives online support to eliminate a problem arising in a device. The online support method includes steps of: (a) providing a user of the device with a specific form that enables the user to input and transmit information with regard to the problem; (b) providing the user of the device with support information, which is prepared in advance for elimination of the problem, prior to said step (a); and (c) obtaining browsing record information, which represents a user's browsing record of the support information, in addition to information input into the specific form.

Amended Claim 1 recites, inter alia, "obtaining browsing record information, which represents a user's browsing record of the support information, in addition to information input into the specific form." Grewal does not teach or suggest this element of amended Claim 1 derived from the subject matter of canceled Claim 7.

Grewal describes a web-based method and system for providing assistance to a computer user. Fig. 4 shows a web page that functions as a user interface 70 after the user has logged into the website. The user interface 70 teaches various hypertext links, but not a specific form for the user to input information into.<sup>1</sup> Fig. 5 teaches a second user interface that displays additional hypertext links, but not a specific form for the user to input information into. Col. 3, lines 32-45 of Grewal (noted as supporting the rejection of original Claims 1 at page 3 of the outstanding action) only teaches a frequently asked questions hypertext link, an e-mail hypertext link, a chat hypertext link, and various other hypertext links.

Furthermore, col. 3, line 25 only mentions "customizing the page." There is no disclosure of how the customizing is done, nor is there a disclosure of what information is used. Thus, Grewal does not teach or suggest "obtaining browsing record information, which

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<sup>1</sup> Grewal, col. 3, lines 29-30.

represents a user's browsing record of the support information, in addition to information input in the specific form.

In view of the above-noted distinctions, Applicants respectfully submit that Claim 1 (and dependent Claims 2-6 and 8-15) patentably distinguish over Grewal. Applicants respectfully submit that independent Claims 32, 34, and 35 (and dependent Claims 17-31, 36, and 37) patentably distinguish over Grewal for at least the same reasons as amended Claim 1.

Independent Claim 16 recites, inter alia, "the specific form comprises a first part that asks the user to input specific information, which is generally requires for analysis of the problem, and a second part that enables the user to input arbitrary information with regard to the problem."

In addition to the distinctions identified above, the chat room user interface 200, discussed at Col. 4, lines 17-33, also relied upon in the rejection of Claim 16, does not teach or suggest the claimed specific form. The chat room user interface 200 is only a single box, not a specific form with a first part and a second part, and the chat room user interface does not ask the user to input specific information and arbitrary information into the first part and second part respectively. Thus, the chat room user interface also does not teach or suggest the Claimed "the specific form comprises a first part that asks the user to input specific information, which is generally requires for analysis of the problem, and a second part that enables the user to input arbitrary information with regard to the problem."

In view of the above-noted distinctions, Applicants respectfully submit that Claim 16 (and dependent Claims 17-31) patentably distinguish over Grewal. Applicants respectfully submit that Claim 33 patentably distinguishes over Grewal for at least the reasons given for Claim 16.

With respect to the rejection of Claim 38 as anticipated by Hayward, Applicants respectfully traverse the rejection because Hayward does not teach or suggest every element

of Claim 38. Claim 38 recites, inter alia, "...a link to an upper-layered online support Web page, which does not depend upon a model of the device...." Hayward does not teach or suggest this element of Claim 38 at col. 3, lines 54-64 (noted on page 5 of the outstanding action) because these teachings of a module for online registration that simply can include the "product name and model." This registration information provided by the user is not the above-noted Claim 38 link.

Hayward further teaches a status screen in Fig. 4. Fig. 4 displays a status of a peripheral device, particularly that magenta ink level is low. When a user selects the "show me" button, an application program will access replacement instruction information related to replacing the magenta ink cartridge.<sup>2</sup> This information will depend upon the model of the device.<sup>3</sup> Thus, Hayward does not teach or suggest the claimed "...a link to an upper-layered online support Web page, which does not depend upon a model of the device..." at the further referenced disclosure of col. 5, line 58-col. 6, line 57.

In view of the above-noted distinction, Applicants respectfully submit that Claim 38 patentably distinguishes over Hayward.

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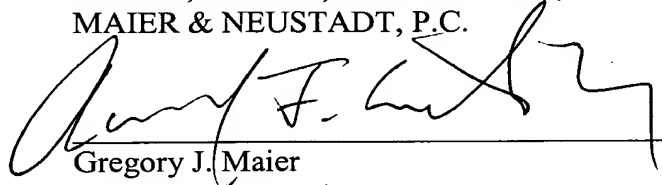
<sup>2</sup> Hayward, col. 6, lines 21-24.

<sup>3</sup> Hayward, col. 6, lines 43-47.

Consequently, in light of the above discussion and in view of the present amendment, the present application is believed to be in condition for allowance and an early and favorable action to that effect is respectfully requested.

Respectfully submitted,

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A handwritten signature in black ink, appearing to read 'Gregory J. Maier', is written over a horizontal line.

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